

WHAT IS CLAIMED IS:

Sub

1. A customer satisfaction system, comprising:
a query module for automatically sending queries to customers as to problems with
5 goods or services provided by a provider according to a predetermined schedule and for
receiving responses from customers to the queries;
an analysis module for analyzing responses from customers and for sending
responses indicating a problem to a problem solver for resolution; and
at least one problem solver for responding to customer problems, for generating
10 solutions to customer problems and for transmitting solutions to customers;
wherein, upon transmission of a solution to a customer problem to a customer, the
query module sends a query to the customer requesting verification that the problem has
been solved.
- 15 2. The system of claim 1, further comprising a memory for storing a copy of
each query sent, response received, problem identified and solution generated.
3. The system of claim 2, further comprising a report generator module for
generating a report of queries sent, responses received, problems identified and solutions
20 generated.
4. The system of claim 1, wherein the query module sends queries via e-mail
and receives responses via e-mail.
- 25 5. The system of claim 1, wherein the analysis module includes a pattern
recognition system for analyzing customer problems.
6. The system of claim 3, wherein the report generator module includes a
problem reporting module and a customer relationship management database.

7. The system of claim 5, further comprising an account activity module including records of customer account activity for storing a record of customer queries, customer responses, customer problems and solutions.

5 8. The system of claim 1, wherein the predetermined schedule comprises once a month.

9. The system of claim 1, wherein the predetermined schedule comprises once a week.

10 10. A method for ensuring customer satisfaction, comprising:
automatically sending, according to a predetermined schedule, a query to a customer as to problems with goods or services provided by a provider to the customer;
receiving a response from a customer to the query;
15 analyzing the response received from the customer to determine if the customer has a problem;
if the response indicates the customer has a problem, generating a solution to the problem;
transmitting the solution to the customer; and
20 sending a query to the customer requesting verification that the problem has been solved by the solution.

11. The method of claim 10, further comprising: directing the response to a problem solver for problem solving.

25 12. The method of claim 10, further comprising storing a copy of each query sent, response received, problem identified and solution generated.

13. The method of claim 12, further comprising generating a report of queries
30 sent, responses received, problems identified and solutions generated.

14. The method of claim 10, wherein queries and responses are sent via e-mail.

5 15. The method of claim 10, further comprising analyzing the customer's problem.

10 16. The method of claim 5, further comprising maintaining records of customer account activity and storing a record of customer queries, customer responses, customer problems and solutions in the customer account activity module.

17. The method of claim 10, wherein the predetermined schedule comprises once a month.

15 18. The method of claim 1, wherein the predetermined schedule comprises once a week.